

Telecommunications (Consumer Protection and Service Standards) Regulations 2018

I, General the Honourable Sir Peter Cosgrove AK MC (Ret’d), Governor‑General of the Commonwealth of Australia, acting with the advice of the Federal Executive Council, make the following regulations.

Dated 19 April 2018

Peter Cosgrove

Governor‑General

By His Excellency’s Command

Mitch Fifield

Minister for Communications

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Part 1—Preliminary

1 Name

This instrument is the *Telecommunications (Consumer Protection and Service Standards) Regulations 2018*.

2 Commencement

(1) Each provision of this instrument specified in column 1 of the table commences, or is taken to have commenced, in accordance with column 2 of the table. Any other statement in column 2 has effect according to its terms.

| Commencement information | | |
| --- | --- | --- |
| Column 1 | Column 2 | Column 3 |
| Provisions | Commencement | Date/Details |
| 1. The whole of this instrument | The day after this instrument is registered. | 24 April 2018 |

Note: This table relates only to the provisions of this instrument as originally made. It will not be amended to deal with any later amendments of this instrument.

(2) Any information in column 3 of the table is not part of this instrument. Information may be inserted in this column, or information in it may be edited, in any published version of this instrument.

3 Authority

This instrument is made under the *Telecommunications (Consumer Protection and Service Standards) Act 1999*.

4 Definitions

In this instrument:

***Act*** means the *Telecommunications (Consumer Protection and Service Standards) Act 1999*.

Part 2—Policy objectives

5 Policy objective—use of mainstream communication services by people who are deaf or have a hearing and/or speech impairment

(1) For the purposes of paragraph 13(1)(k) of the Act, a policy objective of Division 3 of Part 2 of the Act is to assist in, and promote, the use of mainstream communication services by people who:

(a) are deaf; or

(b) have a hearing and/or speech impairment.

(2) In this section:

***mainstream communication service*** means a communication service that:

(a) is for use by the general community; and

(b) is a carriage service, or is supplied using a carriage service.

Note: Some examples of mainstream communication services are email, instant messaging and video chat services, including such services used through mobile telephones, tablets and computers.